

DTI Goal Overview

The DTI Strategic Plan is built around six core goals, guiding all our actions and contributing to excellence in government. Every DTI initiative needs to tangibly make progress against one or more of these goals if we are to be successful in fulfilling our mission. We commit to holding ourselves accountable to these goals.

IT Availability & Reliability: Continuously improve the delivery of excellent services to our customers.

For our customers, a reliable computing and communications infrastructure has never been more important. Access to information is critical for our customers to function smoothly and serve its constituents more efficiently. DTI continues to build, maintain and improve these statewide mission critical services. If you can't count on something to be there when you need it, then it is not worth very much to you. The IT services we provide have to be utility grade: think of the lights, water or phone and you get the picture.

Collaborative Solutions: Eliminate the duplication of costs and efforts by promoting and facilitating the sharing of IT resources and practices.

A growing number of customers, with limited resources, rely on a new generation of information technology solutions to help them meet the needs of citizens. These solutions help them to connect seamlessly across departments and with other parts of government and the public in the most efficient and cost-effective ways. We are building a broad portfolio of solutions that help improve communications, streamline work processes, and enhance citizen access to the services they provide. Our aim is to create solutions that can be easily adapted to the needs of different customers.

Physical and Cyber Security: Ensure the physical and cyber security of people, facilities and information.

Security challenges facing our state and local governments are complex. New homeland security issues – including disaster recovery, contingency planning and network security – are critical components for communication infrastructures. Legislative mandates such as the Children's Internet Protection Act (CIPA) for K-12 schools, the Health Insurance Portability and Accountability Act (HIPAA) for healthcare providers, as well as federal initiatives like the National Crime Information Center (NCIC) 2000 for law enforcement, define aggressive requirements for physical and network security. DTI is assisting our customers with Business Recovery and Continuity Solutions and security assessments.

Enhanced Customer Service: Build strong customer relationships that balance customer business needs with overall state technology goals.

DTI uses some of the most advanced technology available to provide service with unmatched reliability. But even though we are recognized as a technology leader, we approach service quality in terms of the experience of our individual customers. Our basic goal is to delight each and every customer with the service they receive from us, yet we recognize that we are charged with balancing individual customer expectations with the overall IT needs from a statewide perspective.

Enhanced Project Management: Implement statewide project and change management standards and leadership to ensure project success.

The State of Delaware has a record of unsuccessful and expensive project overruns for information technology projects in its history. Providing standards and leadership in both project management and change management will significantly enhance the state's project success rate. The successful implementation of critical, prioritized projects will not only allow for the prudent investment of taxpayer dollars, but also improve the services provided to the citizens of the state.

Workforce Excellence: Become the employer of choice with a workforce that is empowered, capable, supportive and accountable.

Our people are some of the highest-skilled, hardest-working employees in the industry. We have been successful in hiring the “best and the brightest” employees who work hard to earn the loyalty of our customers by pursuing performance excellence in everything they do. Our employees should expect no less from us. Our employees are highly employable and we need to plan and execute as well for them as we do our customers. Our future depends on it.